

Private Vehicle Modifications

Definition: Private Vehicle Modifications are modifications to a privately owned vehicle used to transport the waiver participant and any equipment needed by the participant which makes the vehicle accessible. Modifications to any government subsidized vehicle is not permitted. Private Vehicle Modifications may not be used for general repair of the vehicle. The approval process for Private Vehicle Modifications is initially determined by you based on the participant's needs as identified and documented in the plan of care, the consultation/assessment results (if applicable) and the availability of a privately owned vehicle that would be used for transportation on a routine basis. The criterion used in assessing an participant's need for this service are: 1) The parent or family member cannot transport the participant because the participant cannot get in or out of the vehicle; or 2) the participant can drive but cannot get in or out of the vehicle and a modification to the vehicle would resolve this barrier. Bids for the service are obtained and submitted along with documentation of the need to SCDDSN. Each request is reviewed programmatically and fiscally before approval is given. The approval process is the same for any privately owned vehicle modification, regardless of ownership.

For details on the consultations please see the Private Vehicle Assessment/Consultation section of the CSW manual.

Providers: Private Vehicle Modifications must be provided by vendors who are enrolled with SCDHHS as Waiver Durable Medical Equipment (DME) providers or by DDSN/DSN Boards/contracted providers. **A vendor enrolled with SCDHHS as a DME provider cannot opt to bill DDSN.** The provider list for this service is located on DDSN's website.

In most instances, Private Vehicle Modifications are provided by a vendor enrolled with SCDHHS as a DME provider. There may, however, be circumstances where a participant's needs can be met by a vendor that is not enrolled with SCDHHS.

Conflict-Free Case Management

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for the Service: Before proceeding with bid requests, the **Private Vehicle Modifications Fact Sheet (Community Supports Info Sheet-3)** must be given to the participant and/or legal guardian. The information included in this fact sheet should be explained fully.

Once the participant's specific need has been identified and documented in the Plan and it is determined that Private Vehicle Modifications is the appropriate service to meet the need, the scope of the work/specifications must be determined. This should be done in consultation with the participant and/or family and should define the expected modifications as clearly as possible. There are two ways to accomplish this task:

1. The WCM can define the expected modifications by meeting with the participant/family, examining the vehicle, reviewing the modifications that are needed, and developing some parameters in writing to provide to the providers submitting bids. This is a crucial step to ensure that all requested provider bids are based on similar expectations.

OR

2. The expected modifications can also be defined by obtaining a Private Vehicle Modification Consultation. For more details on this option see the Private Vehicle Consultation section of the CSW manual.

The written specifications that are developed, either by the WCM or by an independent consultant, must be provided to the providers when requesting bids and each provider's bid must be based on the specifications. Furthermore, the participant will have to be present when the provider examines the vehicle.

Please Note: There is often a problem with written quotes being more than sixty (60) calendar days old. Since the cost of materials increase regularly, a bidder may not honor a written quote after thirty (30) or sixty (60) calendar days. The Waiver Coordinator must assure all bids submitted to SCDDSN Central Office for review are current and valid. This may require contacting bidders for confirmation before submitting quotes to SCDDSN Central Office.

If any change is needed with the proposed modifications (change in specifications) during or after the solicitation of written bids, the solicitation process must be stopped. A written amendment of the specifications must be completed and sent to all potential bidders who received the original specifications, so each has opportunity to respond to the amended solicitation. All bidders must submit a written bid on the written amended specifications so we can assure bidding is on identical project requirements. A copy of the written amendment to the specifications and the subsequent bids must be submitted to Central Office for internal review.

Once the scope of the modification has been determined and put in writing by the WCM or independent consultant, a listing of available providers should be shared with the participant/family or the participant should be made aware of the qualifications for providers and asked to select providers to give at list three written bids. This offering of choice of provider must be documented in the participant's file.

Obtaining Bids: In accordance with the South Carolina Consolidated Procurement Code, SCDDSN directive 250-08-DD, *Procurement Requirements for Local DSN Boards*, applies to all procurement activities supported in whole or in part by SCDDSN funding, including Environmental Modifications funded by the Community Supports Waiver. Providers contracted with SCDDSN must establish and follow procurement policies and procedures with requirements at least as restrictive as those contained in this directive. **Participants must be made aware of this requirement. Waiver Case Managers, not families, are responsible for soliciting bids for environmental modifications.** Directive 250-08-DD can be accessed on the SCDDSN website: www.ddsn.sc.gov

State procurement policy must be followed as appropriate:

A. \$10,000 or less NO COMPETITION:

Small purchases not exceeding \$10,000 may be accomplished without securing competitive quotations if the prices are considered reasonable. The purchasing office must annotate the purchase requisition "Price is fair and reasonable" and sign. The purchases must be distributed equitably among qualified suppliers. When practical, a quotation must be solicited from a provider other than the previous supplier before placing a repeat order. The administrative cost of verifying the reasonableness of the price of purchase "not in excess of" may more than offset potential savings in detecting instances of overpricing. Action to verify the reasonableness of the price need be taken only when the procurement officer of the governmental body suspects that the price may not be reasonable, comparison to previous price paid, or personal knowledge of the item involved.

B. \$10,001 to \$25,000 THREE WRITTEN QUOTES:

Written request for written quotes from a minimum of three (3) qualified sources of supply may be made and, unless adequate public notice is provided in the South Carolina Business Opportunities, documentation of at least three (3) bona fide, responsive, and responsible quotes must be attached to the purchase requisition for a small purchase not in excess of \$25,000. The award must be made to the lowest responsive and responsible sources. The request for quotes must include a purchase description. Requests must be distributed equitably among qualified suppliers unless advertised as provided above.

C. \$25,000.01-\$100,000 ADVERTISED SMALL PURCHASE:

Written solicitation of written quotes, bids, or proposals may be made for a small purchase not in excess of \$100,000. The procurement 250-08-DD, February 20, 2020, Page 4 must be advertised at least once in the South Carolina Business Opportunities publication. A copy of the written solicitation and written quotes must be attached to the purchase requisition. The award must be made to the lowest responsive and responsible source or, when a request for proposal process is used, to the highest ranking offeror.

If a bid is submitted from a contractor that has been debarred by the State of South Carolina Materials Management Office, then the bid will be dismissed and a new bid will have to be obtained.

If the participant/legal guardian has communicated concerns and issues about using the lowest bidder that involve possible bad references, proof of faulty work, complaints from the Better Business Bureau, etc. the WCM must submit in writing the reasons and concerns that the participant/legal guardian has about the provider. SCDDSN Central Office staff will examine this information and if legitimate, documented and substantiated concerns are noted, this information will be used to determine if the second lowest bidder can be used.

Once the request for the modification has been approved by the SCDDSN Waiver Administration Division, the participant/legal guardian must review the **Private Vehicle Modification Project Agreement (Community Supports Form 61)**, agree to it terms and sign it before services can be authorized. Once the form is signed, the WCM can authorize the service.

Authorizing the Service: To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider.

If the authorized provider is enrolled with SCDHHS as a DME provider, the service must be must Direct-billed to SCDHHS. This must be indicated on the authorization.

If the authorized provider is not enrolled with SCDHHS, Board Billed must be indicated on the authorization. It must be determined whether the vendor providing the service has previously provided services to other state agencies.

The WCM must inquire of the vendor whether they have provided services to any other state agency and if so, must request their state vendor number.

- If the vendor providing the service has not provided services to any other state agency, the vendor is not in the state payable system.
- If the vendor has not provided services to any other state agency or is unsure, the WCM must obtain a completed W-9 from the vendor and forward to: AP@DDSN.SC.GOV at the time the service is authorized. This will shorten the length of time for processing payment after completion of the modification.

- When completing the financial manager portion of the Therap electronic authorization, the WCM should choose “Case Management” as the financial manager.
- The modification provider should be directed that their invoice should read DDSN, but it must be sent through the WCM for processing.

If the provider is not enrolled as a Medicaid Provider with SCDHHS, Board Billed must be indicated on the authorization. If the provider of a Board Billed service is not directly enrolled as a Medicaid Provider and is not on the DDSN QPL but will be invoicing DDSN for services, the “non-sharable” indicator should be selected when authorizing the service. The authorization can then be printed and sent to the provider. Include a copy of the authorized bid and the Private Vehicle Modification consultation, if applicable, with the authorization.

Please note: if the participant and/or his/her legal guardian desires private vehicle modifications above the participant cost limit and can secure external and separate funding for those additional modifications, they can **privately** contract with the same professional/contractor. Any additional work portion funded by the family or other outside resources cannot be a part of the SCDDSN written authorization. It must be a separate contract between the participant/family and their chosen provider.

Monitoring the Services: The WCM must monitor the effectiveness, benefits, and usefulness of the service along with the participant’s/family’s satisfaction with the service.

The following schedule should be followed when monitoring Private Vehicle Modifications:

- On site monitorship of completed modifications to verify that the work is complete, adequate, and satisfactory to the family within **two weeks** of completion.

Some items to consider during monitorship include:

- Has the modification begun? Is the participant satisfied with the work that has been done so far? Does the provider show the participant courtesy and respect when working on his/her vehicle?
- Once the modification is complete: Was the modification completed as originally prescribed?
- Is the participant satisfied with the end result of the modification?
- Is it functional?
- How has it made his/her vehicle more accessible and safe?
- Was he/she satisfied with the provider of the modifications?
- Are there additional needs that were included in the bid and the authorized modification that were not met by the provider?

Reduction, Suspension, or Termination of Services: If services need to be reduced, suspended, or terminated, a written notice must be forwarded to the participant or his/her legal guardian. Include the details regarding the change(s) in service and the Reconsideration Information. The WCM must wait ten (10) calendar days before proceeding with the reduction, suspension or termination of the service. See **Chapter 8** for specific details and procedures regarding written notification and the Reconsideration process.